

Serial No. 09/588,963
Arndt. Dated 18 May 2004
Reply to Office Action of February 26, 2004

IN THE UNITED STATES
PATENT AND TRADEMARK OFFICE



Patent Application

Inventors: **Frank J. Bogart
Camille Gabriel
Sarah Kiefhaber
Gary S. King
Rebecca K. Phelps**

Case No.: **Bogart 18-3-1-4-1**

Serial No.: **09/588,963** Group Art Unit: **3623**

Filing Date: **June 7, 2000**

Examiner: **Akiba K. Robinson Boyce**

Title: **Multimedia Customer Care Center Having a Layered
Control Architecture**



Commissioner For Patents
PO Box 1450
Alexandria, VA 22313-1450

AMENDMENT

SIR:

In response to the Office Action mailed on February 26, 2004, designated as paper no. 7 in the case, please enter the following amendment in the above-identified application.

Amendments to the Claims are reflected in the listing of claims which begins on page 2 of this paper.

Remarks/Arguments begin on page 6 of this paper.